Installer Guidance on the Replacement Process for 8kw/10kw/12kw Single-Phase Energy Controllers in Australia

Overview

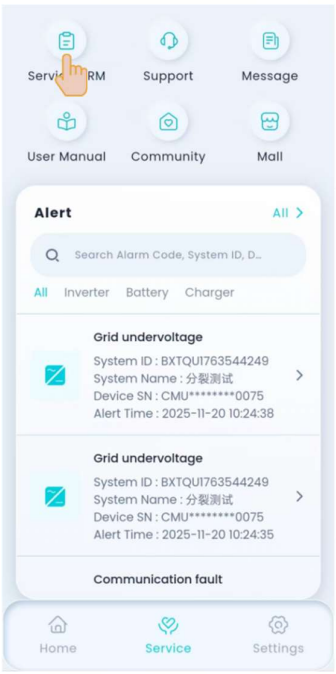
Due to the voluntary recall of the Australian 8 kW, 10 kW and 12 kW single-phase energy, we will commence the SigenCare replacement program. All installers assigned to this task are required to complete the replacement steps detailed in this document without delay.

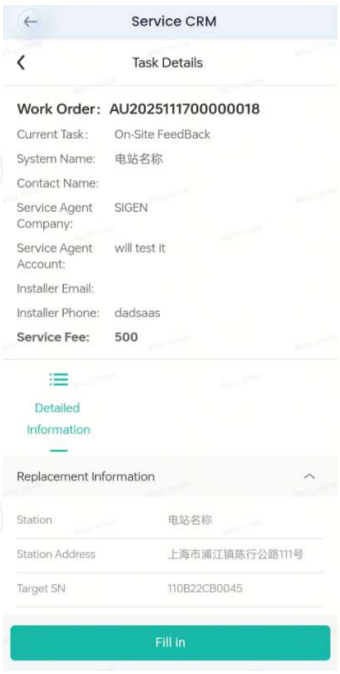
For each inverter replaced, we will provide a service fee of AUD $500 (ex-GST) and award triple installation points.

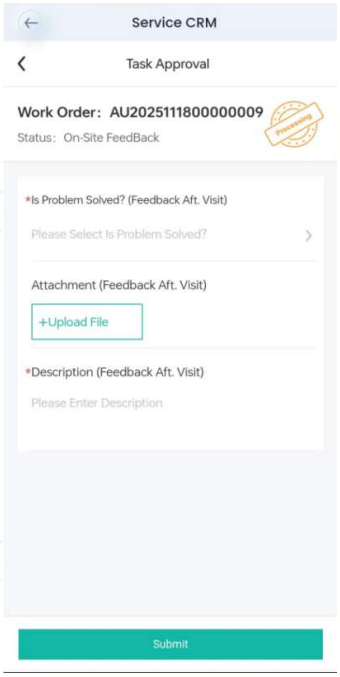
Procedure

Step 1: Receive Work Order

When Sigenergy confirms that inverter needs replacement, a service ticket will be automatically raised and a work order assigned to you. You will receive a push notification on mySigen App. You can click the notification to access the work order details or view them via Service -> Service CRM.



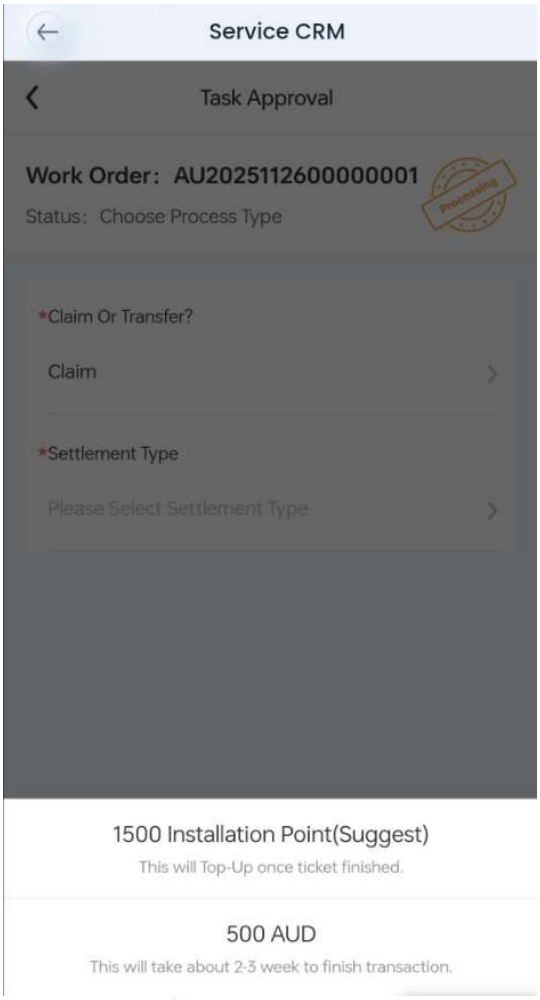


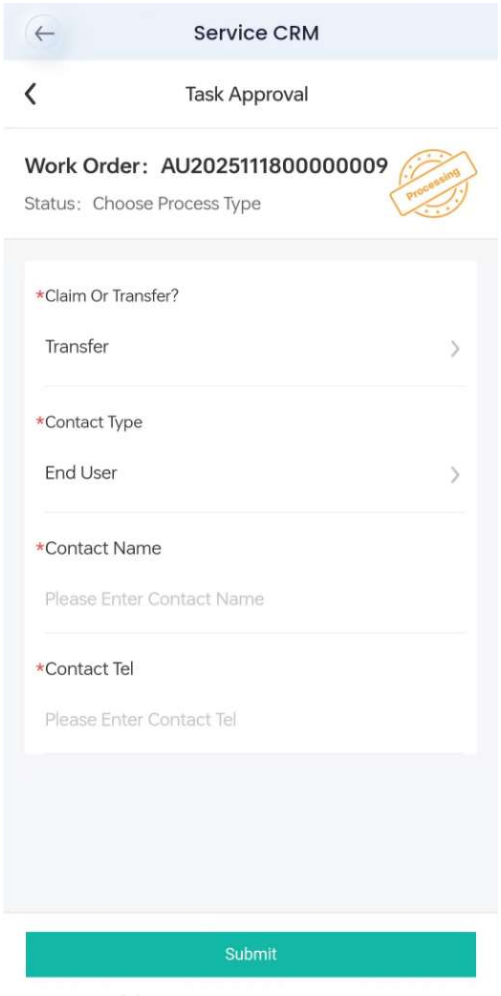


Step 2: Decide Who to Handle

You may choose to handle this work order yourself or assign it to Sigenergy service partner. When opting to handle by yourself, you can choose to receive AUD $500 service fee transferred to you or to receive 1500 installation points; If you opt to assign the replacement job to Sigenergy service partner, you won't receive any subsidy and you're required to provide both your and the system owner's contact details to enable us to schedule an on-site appointment with the customer.

Please note: If you do not select a handling method within 7 days, we will automatically assign this work order to a Sigenergy certified third-party service partner after 7 days. If we are unable to contact the End-User, Sigenergy will request their contact information via email or reach out to you via phone/email.





Step 3: Obtain Replacement Unit

When you decide to do the replacement job yourself, please contact your distributor to obtain replacement units. You should enquire to get the grey-dot labeled stock.

Please note the difference Between New Units and Replacement Units

A **green dot label** will be affixed to the outer packaging of **new units**, indicating that the inverter is suitable for new installations.

A **grey dot label** will be affixed to the outer packaging of **replacement units**, indicating that the inverter is only intended for replacement purposes and shall not be used for new installations.

For special circumstances, please contact Sigenergy at service.au@sigenergy.com

Step 4: Replace on Site

Re-use packaging

Open the device's outer packaging and remove inverter from the box.

(please take care not to damage the box and use this box to return the old unit back to the distributor for smooth settlement).

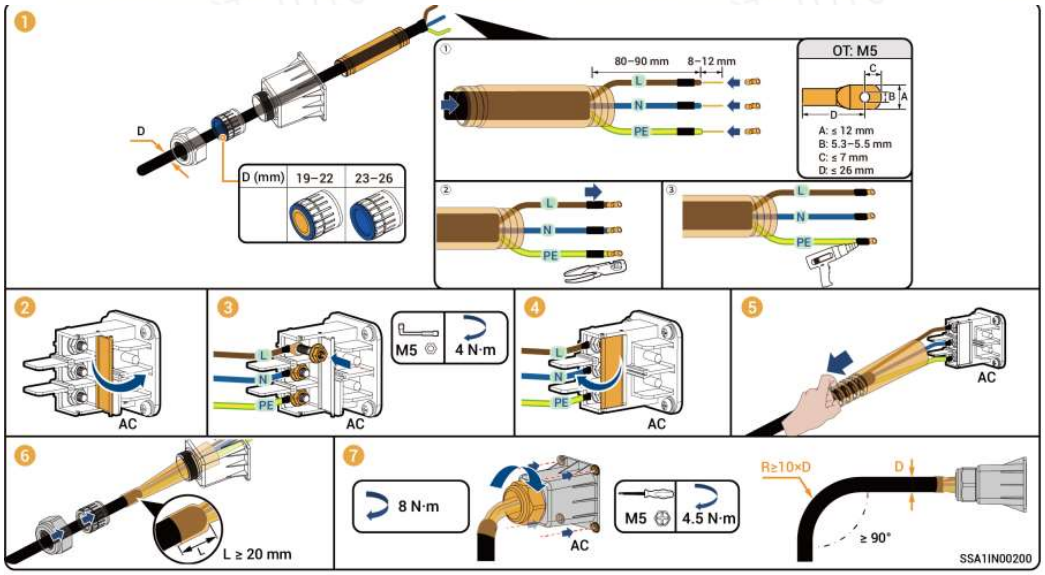
Detailed Installation Guide for Inverters

For detailed installation instructions for the inverter, please refer to the installation manual on our official website:

https://www.sigenergy.com/uploads/en_download/1760093102713775.pdf

AC Plug Installation Guide

Please note that when installing AC terminals, you must strictly follow the specifications shown in the diagram below.

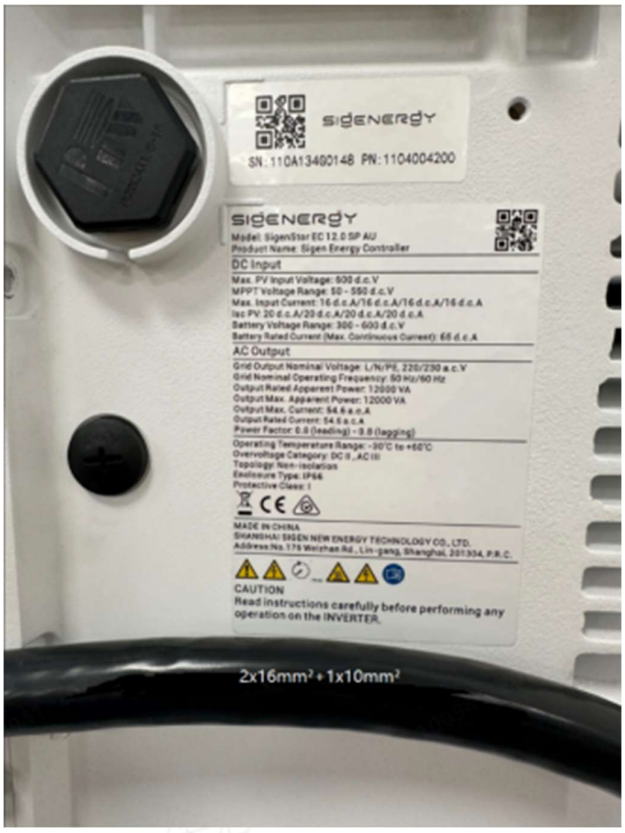


During the inverter replacement process, please take photos of the following items and upload them to the app after completing the replacement.

Image of the old AC Plug

Image after installing the new AC Plug

Wire Gauge Identification Image (Note: 8/10kW inverters use 10mm² cable; 12kW inverters use 16mm² cable)



Connecting System

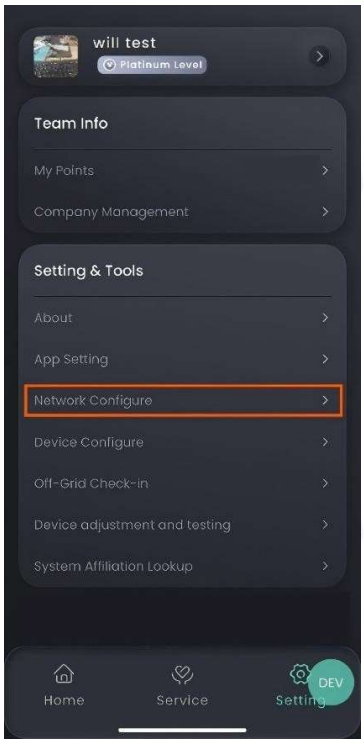
After replacing the existing inverter, power it ON and connect to the internet, and use the Post-Sales Service function on mySigen app to update the information. The specific steps are as follows

When connecting via Dongle/FE, the device will automatically connect to the cloud system upon power-up.

When system is connected to Ethernet, cloud (top) light should go green when energy controller is powered ON.

When connecting via Wi-Fi, please follow these steps:

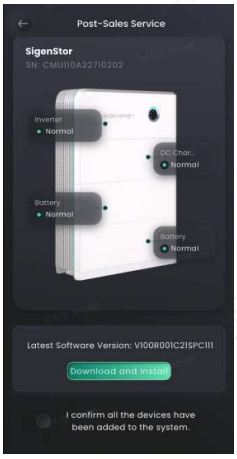
1. Plug in antenna* and Sigen CommMod NS.
2. Open settings in your app (right bottom corner). Then open “Network Configure”.

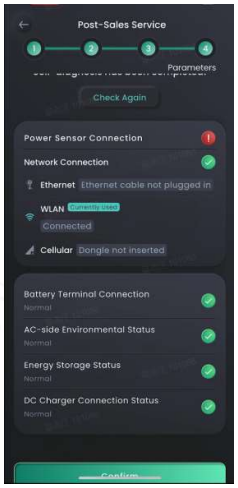


3. Select “Next” and scan the QR code on the device which has antenna and Sigen CommMod NS plugged in.

4. Once the system is Online, the Cloud light will go green.

● Once the cloud light is green, click on the respective site. In System Settings, click Post-Sales Service to access the details page. Scan the QR code for the new inverter. After the device connects, delete the old device information and upgrade the firmware to the latest version.





Step 5: Confirming Grid code parameter settings and Adding Third-Party Devices

Once device is replaced in the app, it is vital to go in the Grid code parameter settings and check for Grid code (AS4777_A,B,C) and also any active Import and Export limits.
For sites with VPP, highly recommend to put Import limit as well.

If you have any of the following third-party devices, please follow the steps below to add them back to the system:

Smart load

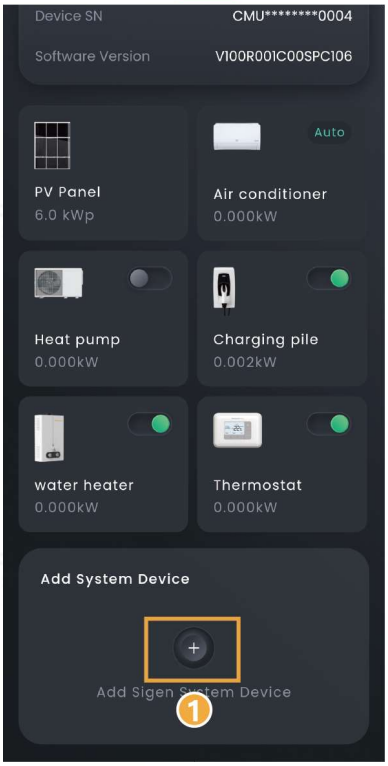
Before connecting the smart load, ensure that a Gateway has been configured in the network and that the smart load port is not connected to a generator.

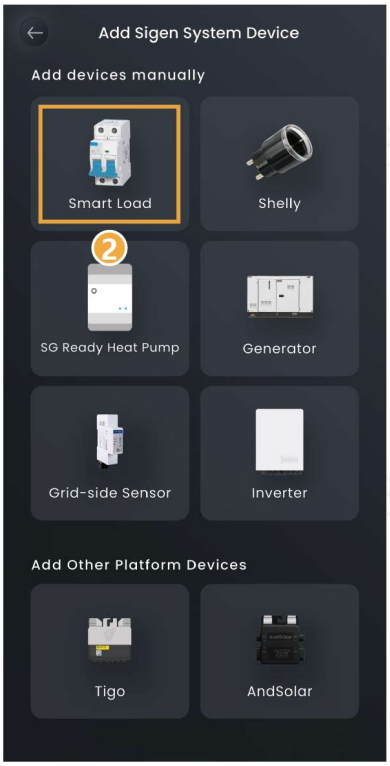
Before connecting a Smart Load please ensure that a Gateway is configured in the networking.

The number of Smart Loads that can be connected is determined by the supported capacity of the Gateway.

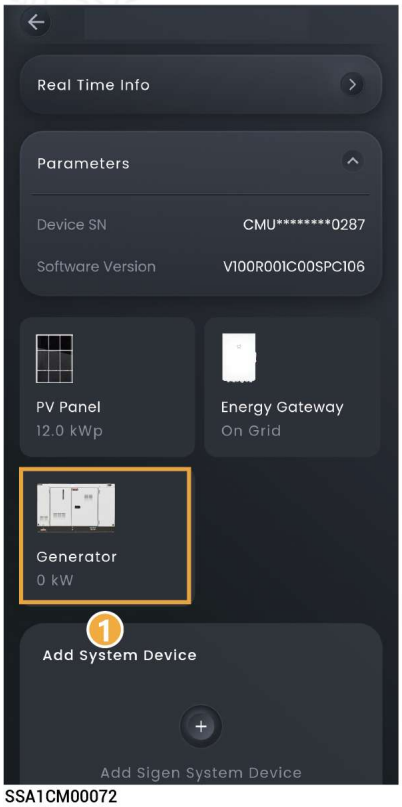
After adding the Smart Load to the App, you can switch the Smart Load on and off through the App. Alternatively, the system can remotely control the equipment on and off based on the actual running conditions and the SOC threshold you set.

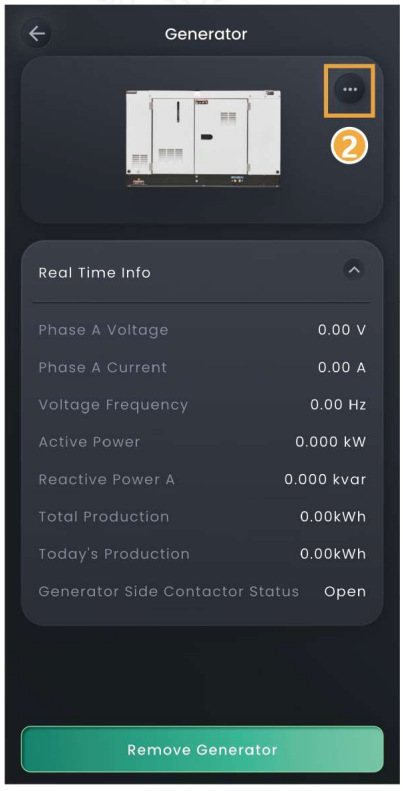
If you cannot locate the icon of the connected device, e.g. an immersion heater, select "Other" and connect it. You can check the connected smart load on the "Device" screen.





Generator





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- Before connecting a diesel generator, please ensure that the Gateway that can be connected to the diesel generator has been configured in the networking and connected correctly. For details about the Gateway, please refer to the respective Installation Guide.
- If the Gateway features a Smart Port interface, the generator card will be displayed in the App interface.
- After connecting the generator to the Gateway, users must add the generator via the App to access and configure generator-specific parameters.

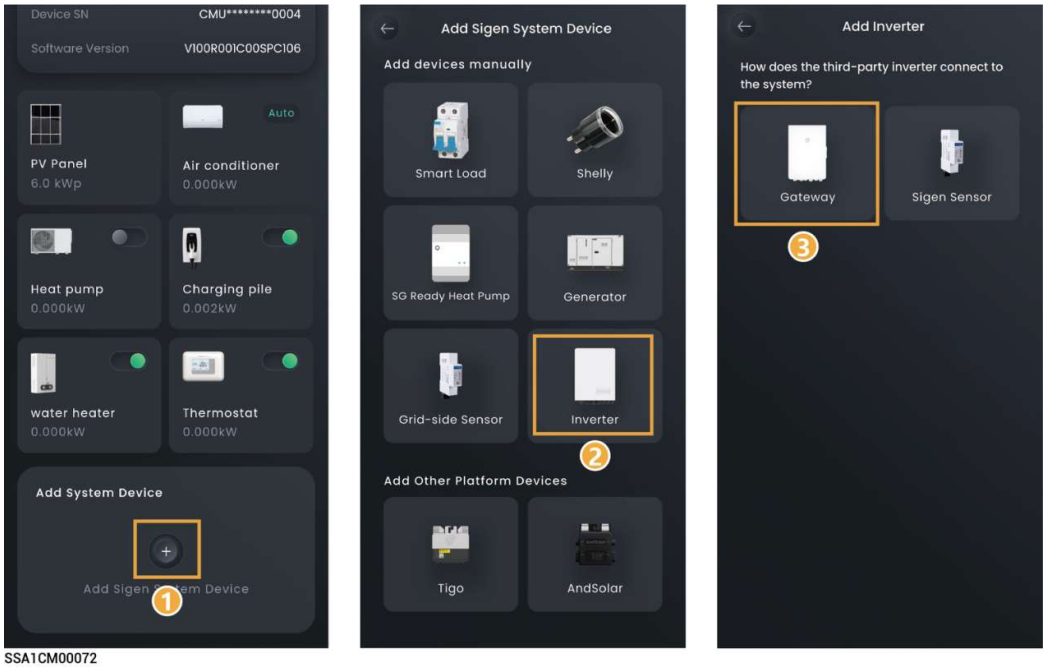
Third-party inverter

Method 1: Connecting using Gateway

Only third-party inverters that not support off-grid functionality are allowed to connect.

Before connecting to a third-party inverter, ensure that the third-party inverter is connected to the smart load circuit breaker of the Gateway. For connection details, refer to the Installation Guide of the respective product.

On the "Device" screen, set related parameters based on the third-party inverter. Then, you can check detailed settings on the "Device" screen.



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Method 2: Connecting using an electric meter

Before connecting to a third-party inverter, make sure that:

- The third-party inverter is properly connected to an electric meter which is purchased from our company.
- The electric meter is properly connected to the COM port of our inverter. For connection ports, please refer to the respective Installation Guide.
- A single or multiple third-party inverters can be selected. Please choose based on your actual situation.
- If an RGM meter is used, the corresponding device serial number (SN) must be selected according to the actual wiring configuration.
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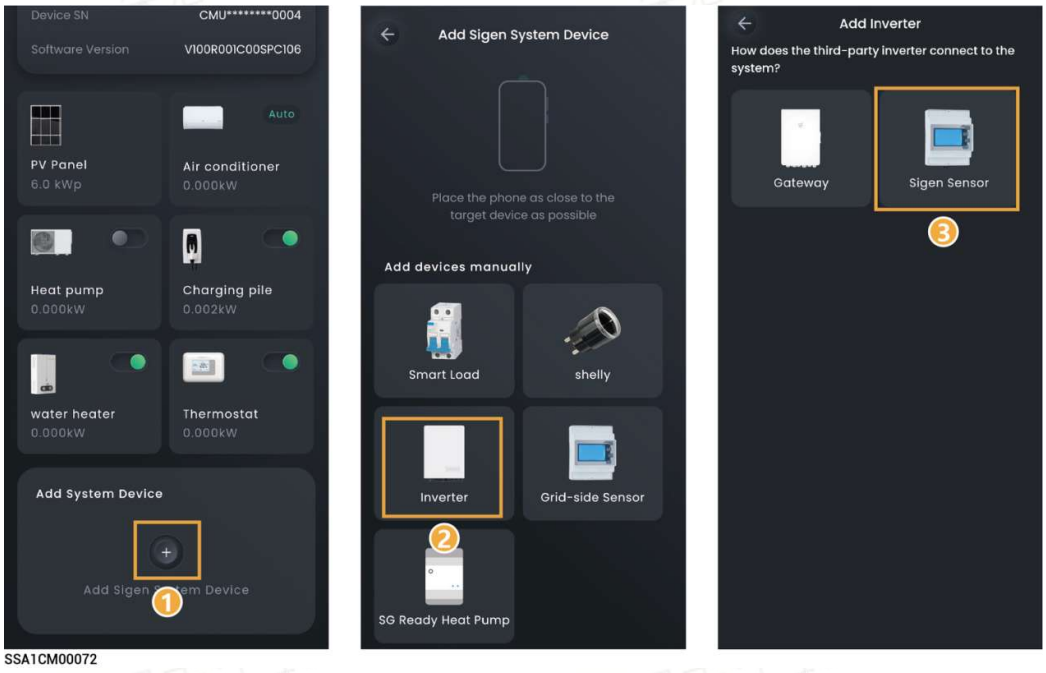

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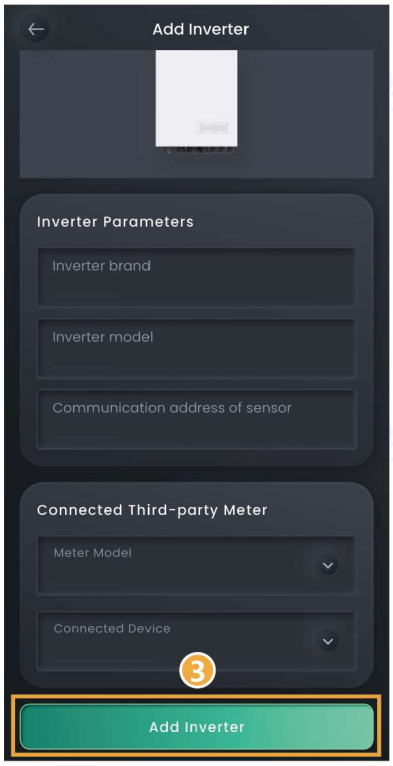
Add a single third-party inverter



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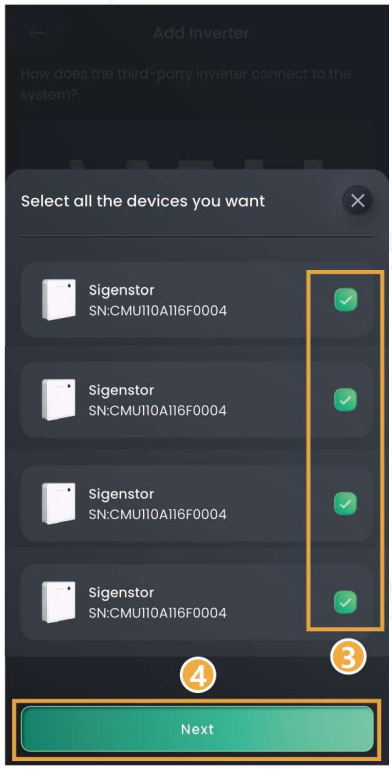
Add multiple third-party inverters



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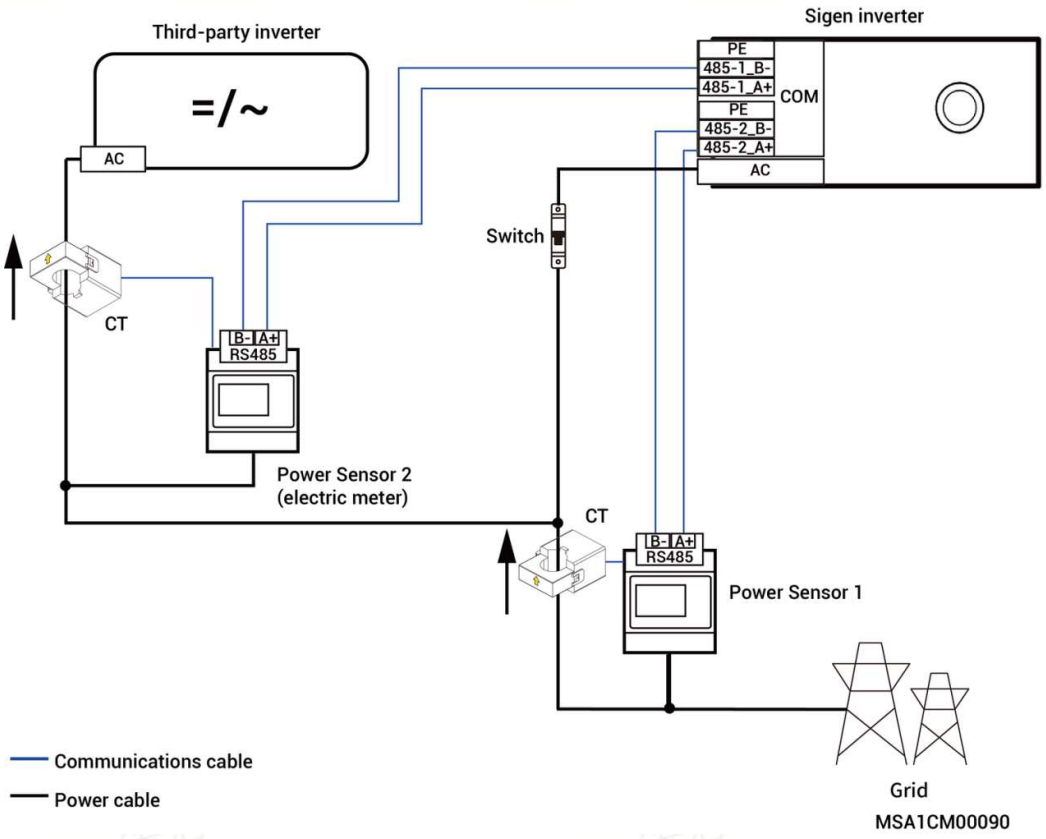


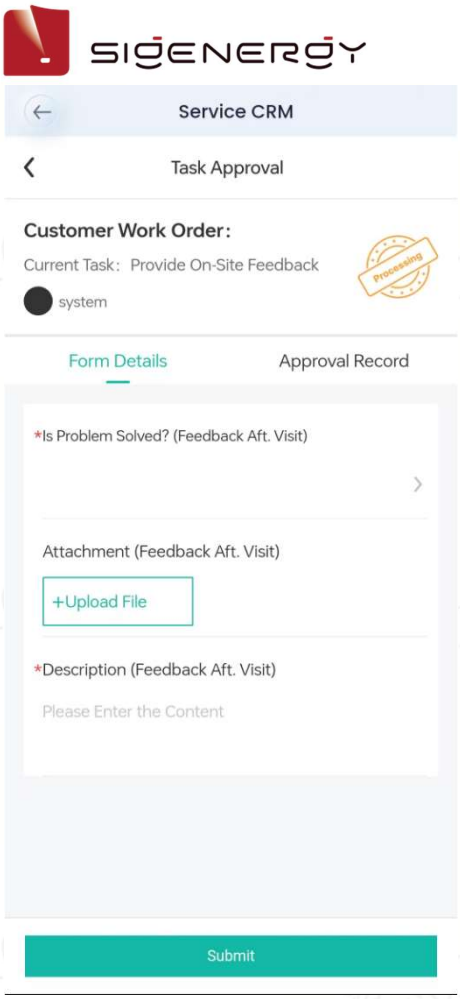
SG Ready heat pump

Before connecting to a heat pump, make sure that:

- The heat pump has been properly connected to the DO port of the company's inverter, and the software version of the inverter enables users to connect the heat pump.
- "DO Custom Function Enable" in the "System Settings" menu has been set to “On”

Step 6: Submit On-Site Feedback

After successfully connecting to the system, it is very IMPORTANT to locate the corresponding work order under Service > Service CRM and complete the on-site feedback.



Step 7: Return Old Device

Place the old inverter into the new box, ensuring the box shows no visible damage or stains.

After packing, return the old unit to your distributor. Once returned and your distributor confirms receipt via QR code scan on mySigen app, the work order will automatically close.

If you confirm your distributor has received the old unit but the work order remains open, contact your distributor to perform the QR code scan for inventory entry. Failure to do so may affect your service fee settlement. If the distributor does not scan the QR code for inventory entry, Sigenergy will send you a list of unreturned old units 7 days after you submit your on-site feedback or 7 days before the monthly settlement date. This list will help you verify whether your distributor has scanned the returned equipment into inventory.

Please note: Service fees will not be settled for work orders where old equipment remains unreturned. Promptly return old units to your distributor and remind them to confirm receipt.

Step 8: Service Fee Settlement

We will initiate the service fee settlement process for your completed work orders from the previous month on the 3rd and 18th of the following month. You will receive a task in the mySigen app to upload your invoice and bank details. Please submit the corresponding tax-inclusive invoice and bank information and make sure they are correct.

After Sigenergy confirms the invoice and bank details are correct, we will initiate the transfer. International transfers typically take 1-2 weeks to process. If you have not received the transfer after one month, please contact your local service manager for details on the transfer's progress.